



Appriss Health

# NarxCare Integration Welcome Packet

Texas Prescription Monitoring Program (PMP)

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## What is Texas PMP AWARxE?

Effective September 1, 2017, dispensers are required to enter prescription information for Schedule II, III, IV, V controlled substances no later than the next business day after the prescription is filled. This provides prescribers more efficient access to information with less wait time as they make the best clinical decisions possible for their patients.

- All prescribers are required to register with the TX PMP. To register, go to [www.texas.pmpaware.net/login](http://www.texas.pmpaware.net/login).
- For more information, visit <https://www.pharmacy.texas.gov/PMP/>.

## Sample Patient Request from Within AWARxE:

The screenshot shows a web form titled "Patient Request" with a sub-header "Patient Rx Request Tutorial" and a link to "Get Adobe Acrobat Reader". The form is divided into three main sections: "Patient Info", "Patient Location", and "PMP Interconnect Search".

**Patient Info:** Includes fields for First Name\* (with a "Partial spelling" checkbox), Last Name\* (with a "Partial spelling" checkbox), DOB\* (MM/DD/YYYY), Phone Number, Social Security Number, Drivers License Number (with a dropdown arrow), Case Number, and Case Comments.

**Patient Location:** Includes fields for Street Address, City, State/Province (with a "State Select" dropdown), and Zip Code.

**PMP Interconnect Search:** Includes "Prescription Fill Dates" with "From\*" (No earlier than 2 years from today) and "To\*" fields, with example dates 09/28/2016 and 09/28/2017.

At the bottom left, there is a checkbox for "Run on behalf of...". At the bottom right, there is a link "Please read the acknowledgement" and a "Search" button.

## What is Electronic Health Record (EHR) Integration?

The Texas Board of Pharmacy has partnered with Appriss Health to provide this integration option to Texas prescribers utilizing the service called PMP Gateway. PMP Gateway is a multi-state query system that provides access to a majority of state PMPs. PMP Gateway facilitates communication, information

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transfer, integration, and support for the state approval process, and the EHR vendor development process.

Integrating TX PMP AWARxE data within an EHR provides a streamlined clinical workflow for providers. The integration eliminates the need for providers to have to log in separately to the PMP. Instead, the EHR automatically initiates a patient query and returns the patient's controlled substance prescription record directly within the provider's EHR.

- ❖ **It is important to note that not all EHR vendors are currently integrated. Your integration process and duration time is dependent upon your vendor.**

### What is the Integration Process?

1. Complete the [Integration Request Form](#).
  - a. Please ensure that you identify a primary contact (the person leading the integration project within your organization), as well as a contact for your software vendor.
2. Complete all requested documents:
  - a. Upon completion of the Integration Request form, an End User License Agreement (EULA) will be emailed to the person you identified as your primary point of contact. This contract must be executed before system credentials can be requested.
  - b. Upon completion of the Integration Request form, a Licensee Questionnaire will also be emailed to the person you identified as your primary point of contact. The PMP Gateway Licensee Questionnaire is provided to all the PMP State Administrators of the states that your organization requests to query. Each PMP State Administrator uses the questionnaire to determine if your organization falls in line with their state's stipulations so that they may grant your organization access to their PMP data through PMP Gateway. This document is required to be completed before Appriss can release system credentials to your organization.
3. Upon fully executed EULA and receipt of all completed documents, an Appriss Project Manager will review for integration next steps.

- ❖ **Many EHR vendors have completed the integration development work to deliver PMP data within the clinical workflow.**

1. The process for an integrated EHR is as follows:
  - a. Appriss creates production credentials for your Healthcare Entity (HCE).
    - i. This process can take up to 5 business days.
  - b. Once created, the TX PMP AWARxE Administrator will need to approve the request for credentials.
    - i. The person identified as the primary point of contact on your integration request form will receive an automated email once your organization is approved.
  - c. Credentials will then be sent to your EHR vendor or directly to you, based upon the vendor's onboarding process.

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- i. Appriss recommends you contact your EHR vendor to let them know you have submitted a request for integration under the Texas statewide integration project.
  - ii. You will work directly with your vendor on your roll-out schedule. Appriss is not involved with this process.
2. If your software vendor has **not** completed the integration:
  - a. Your vendor information will be forwarded to an Appriss Sales Engineer to prioritize the request and to assist with the integration.
    - i. The sales engineer will provide your IT software vendor with API documentation.
    - ii. The sales engineer will provide the necessary testing materials and provide technical support, as needed, to help facilitate your IT software vendor's development work.
    - iii. Once Appriss has approved the integration, your IT software vendor will set a production deployment date. Your vendor will follow-up when they are ready to deploy the integration to your facility.

❖ **Please Note: Depending upon the engagement level of the vendor or existing project backlog, this process can take up to several months.**

### Clinical Workflow

When determining where in the clinical workflow the EHR will query the TX PMP AWARxE data, it is important to note that there are key functional differences between the AWARxE portal and EHR integration. The goal for integration is to provide the key data elements to providers in a streamlined workflow.

EHR integration removes the need for a user to:

1. Exit the EMR and go to <https://texas.pmpaware.net/login>
2. Enter username and password
3. Navigate to a patient request
4. Enter a patient's first name, last name, and date of birth
5. Determine a date range to search
6. Select which states to query
7. Click 'search'

Instead, the integration allows the above detail to perform an automated query to deliver a patient report. TX PMP AWARxE integration is focused on delivering a streamlined workflow for providers to access a patient report.

Important to note: TX PMP AWARxE functionality not included in EHR integration:

1. Delegate access to conduct searches
2. Partial name search
3. Searches that return multiple records

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4. MyRx
5. Search history (including delegate search history)
6. Bulk patient search
7. Delegate management
8. User profile
9. All interstate data sharing options
10. Announcements
11. Password reset
12. Patient alerts
13. Prescriber trend notifications

### Potential User Errors

There are a few scenarios where EHR users will encounter a “disallowed message” from the PMP Gateway and users will have to complete the search via the TX PMP AWARe web portal. These scenarios are:

- When multiple patients meet the search criteria
- If the user is not a role authorized to access data via the integration

### Role Mapping for Authorized Access

When the EHR sends a query to the TX PMP AWARe, there are a few key data elements about the requesting provider included in that query. In addition to facility identifiers, the query will include the provider’s credentials: DEA, NPI, or Professional License Number and type (vary by role). TX PMP AWARe then validates that the provider requesting the data has an active account. The number populated in the request to identify the requestor must match the credential used in the TX PMP AWARe portal. Please note: if your EHR is sending Professional License Number in the request, then license type must also be provided, and BOTH must match exactly to what is listed in the TX PMP AWARe portal user profile. Dashes, leading zeroes or spaces will not be stripped out during the matching process.

Each HCE will need to map their EHR roles to the PMP Gateway and TX PMP AWARe roles. The complete list of roles and the associated credential that is passed with each request is listed below. **The crosswalk below is to help clarify that some users will not have access via the EMR.**

- ❖ **Please Note:** Delegates, both unlicensed and licensed, are not able to access TX PMP AWARe data via EHR or Pharmacy Management System integration. Instead, delegates will continue to access TX PMP AWARe data via the web portal at <https://texas.pmpaware.net/login>.

PMP Gateway Role	TX PMP AWARe Role	Identifier Passed with Search Request
Dentist	Dentist	Personal DEA #, Professional License #/Type

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Medical Resident with prescriptive authority	Medical Resident with prescriptive authority	Personal DEA #, Professional License #/Type
Nurse Practitioner	Nurse Practitioner Clinical Nurse Specialist	Personal DEA #, Professional License #/Type
Optometrist with prescriptive authority	Optometrist	Personal DEA #, Professional License #/Type
Physician	Physician	Personal DEA #, Professional License #/Type
Physician Assistant with prescriptive authority	Physician Assistant	Personal DEA #, Professional License #/Type
Pharmacist	Pharmacist	Professional License #/Type
Not applicable	Any delegate role	No integration option

### Post Go-Live Technical Support

If providers are experiencing an issue when attempting to access TX PMP AWARxE data via EHR integration, please first contact your internal IT helpdesk for assistance.

- ❖ **Please Note:** Appriss Health does not control any aspect of the EHR or the state PMP. Any issues related to these applications should be directed to your respective contact.

If it is determined that the PMP Gateway service is non-operational, please submit a support request form to Appriss Health. The link to this form can be found on the PMP Gateway Report. This will create a service ticket with the Appriss Health helpdesk to troubleshoot the issue. Please allow up to 24 hours for Appriss Health to acknowledge your issue.

- ❖ **Please Note:** In the event that there is a disruption in the PMP Gateway integration service, providers should log in to the TX PMP AWARxE to request patient reports at <https://texas.pmpaware.net/login>.